

## ABSTRACT

### **Pharmaceutical Services Profile Of BPJS Diabetic Melitus Patient at East Surabaya Public Health Care**

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**Background:** Diabetes mellitus is a chronic metabolic disorder characterized by hyperglycemia associated with abnormalities of fat carbohydrate metabolism, and protein. The untreated diabetes can cause a wide range of both acute and chronic complications. The pharmacy service activity is a direct and responsible service to the patient related to the pharmaceutical preparation with the aim of achieving a definite result to improve the quality of life of the patient, in which case to reduce the number of complications in patient with diabetes mellitus.

**Objectives:** This study aimed to investigate the profile of diabetic melitus primary health care service BPJS health to the pharmacy services provided at primary health care center in central of East Surabaya.

**Method:** Accidental sampling was used to collect data, and a likert scale was applied in the questionnaire. There were 138 patients from 14 primary health care center in central Surabaya participated in this research.

**Results:** The results showed that pharmacist asked about 48,6% weight, pharmacist asked about patient's allergy history as much as 19,6%, pharmacist asked about other medication that was consumed by patient as much as 21,7% and pharmacist asked about patient's disease history as much as 18,2%. On the drug preparation variables showed that the drug received in good condition as much as 100%, the drug accompanied by etiquette contains the rules of use as much as 100% and the drug packed well in containers as much as 36,2%, and in the drug delivery variable along with the provision of drug information for the pharmacist calling the patient's name / number 100%, the pharmacist explained about the name of the drug as much as 94,2%, the pharmacist explained about the purpose of drug use as much as 83,3%, the pharmacist explained about the duration of use of medication as much as 93,4%, Apothecary explained about the use of medicine as much as 86,9%, Apothecary explained about drug use regulation (100%), Apothecary explained about 15 (10,8%) drug side effects.

**Conclusions:** The results of this study can be concluded the description of prescription services in patients with diabetes BPJS participants in the East Surabaya Community Health Center is considered good but needs to be

optimized for items Statements Pharmacists ask history of allergy, drugs consumed, history of disease, drug packaging and explain about drug side effects, so that the quality improvement in accordance with the standard of pharmaceutical service can be achieved. Which the target achievement of the Health Department on the Standard of Pharmaceutical Services at Primary Health Center in 2018 by 50%.

Keywords : Diabetes, Complications, Pharmaceutical services, primary health care center, BPJS pasien